

FIXED LINE TELEPHONE SERVICE SCHEDULE

(version February 2006)

This document:

- Is part of Primus Standard Form of Agreement ("SFOA") under section 479 Telecommunications Act 1997;
- Applies to contracts with Customers made on and after 28 February 2006;
- Does not apply if otherwise agreed between Primus and a Customer.

1.	SUPPLY OF FIXED LINE TELEPHONE SERVICE	1
2.	DEFINITIONS (IN ADDITION TO THOSE IN THE CORE TERMS)	1
3.	FIXED LINE TELEPHONE SERVICE	2
4.	CHARGES (ALL INCLUDE GST UNLESS STATED)	2
5.	FEATURES	2
6.	PRESELECTION	3

1. SUPPLY OF FIXED LINE TELEPHONE SERVICE

We will supply the Fixed Line Telephone Service to You on the terms in this Service Schedule, your Application, the Core Terms and the applicable Plan.

2. DEFINITIONS (IN ADDITION TO THOSE IN THE CORE TERMS)

- 2.1 "Basic Telephone Service" means conventional, fixed line telephony services of the kind commonly used in Australia.
- 2.2 "Calls to Mobiles" means calls to Australian mobile phones (being a cellular mobile phone service provided in Australia).
- 2.3 "Features" means those Services or attributes of Services which are identified by Us as Features and offered by Us, now or in the future.
- 2.4 "Fixed Line Telephone Service" means a telephony Service supplied by Us, to Residential Customers or Corporate Customers, either directly connected to Our Network or from an Other Supplier and re-billed to You, including the Basic Telephone Service and such other fixed line or other telephony Services as we specify from time to time (but not telephony of a type, for which, by reason of the type of technology involved or otherwise, We specify terms and conditions other than those in this Service Schedule).
- 2.5 "Intercapital Call" call is a long distance call between any two of the following Charge Districts and Zones: Melbourne, Sydney, Brisbane, Perth, Adelaide, Hobart, Canberra and Darwin.
- 2.6 "International Call" means a voice call from Australia to a place outside Australia or to a mobile phone provided outside Australia.
- 2.7 "Local Call" means a directly dialed voice telephone call from a fixed line service in a local charge area to another fixed line service in that same local charge area (or in some cases in an adjacent charge area) (excluding calls to 13 or 1300 and other special numbers);
- 2.8 "National Long Distance Call" means a fixed line voice telephone call which originates in Australia and terminates at a fixed line voice service in Australia but is not a Local Call.

- 2.9 "Preselection" means the process by which a Customer may (either in respect of individual calls, call types or other preselectable services) while maintaining service with one provider, designate another as the provider of designated calls, call types or other services.
- 2.10 "Premium Service Call" is a telephone call to a content service such as content related to sex, weather services, competition entries, opinion polls and school results. Premium service numbers usually start with a 188.., 19.. or 190.. prefix or an international access code.

3. FIXED LINE TELEPHONE SERVICE

Your Fixed Line Telephone Service provides you with:

- 3.1 a telephone number;
- 3.2 Features specified by Primus or selected by You;
- 3.3 listing in a telephone directory;
- 3.4 ability to make and receive, on Equipment approved by Us, Local Calls, National Long Distance Calls, Calls to Mobiles, International Calls (or as otherwise agreed).

4. CHARGES (ALL INCLUDE GST UNLESS STATED)

The Charges for the Fixed Line Telephone Service (whether you are a Residential Customer or a Corporate Customer) are, unless otherwise agreed, specified in this Service Contract and in Your Plan.

5. FEATURES

Available Features, depending on the Service, may (as specified by Us or agreed with You) include the following.

- 5.1 "3-Way Conference (3WC)" allows you to place a call on hold, make a second call and join the two calls to establish a three way conference call. Normal call charges apply to calls to third parties. (Call Waiting does not operate in conjunction with 3-Way Conference).
- 5.2 "Barring" allows you to prevent the making of specified types of outgoing calls.
- 5.3 "Call Control" allows you to turn a pre-set Barring option on or off.
- 5.4 "Call Forward" allows you to have calls automatically forwarded to another number. The forwarded call counts as a separate outgoing phone call. There are 3 alternatives:
 - 5.4.1 "Call Forward Busy" forwards calls if your phone is busy.
 - 5.4.2 "Call Forward Immediate" forwards all incoming calls.
 - 5.4.3 "Call Forward No Answer" forwards calls which are not answered within a predetermined time.

There are call charges on forwarded calls.

- 5.5 "Call Return" is a Feature that allows You to view the number of the last caller (unless the caller had blocked CLI) and dial it back.
- 5.6 "Call Hold (CHD)" allows you to place a call on hold and to retrieve that call.

- 5.7 "Call Waiting" is a Feature that can be used when You are already on a telephone call. A tone will alert You to another incoming call, and You can put the first call on hold, take the second call, and later return to the first call.
- 5.8 "Calling Line Identification" or "CLI" is information about the telephone service that makes a call, including its telephone number.
- 5.9 "Calling Number Display (CND or Caller ID)" shows incoming call number (if you have a compatible handset). Does not show number for calls from overseas or from a Silent Line or if caller has CLI Blocking.
- 5.10 "Number Blocking (Caller ID Block or CLI Blocking)" is a Feature that blocks display of your number to the person being called. There are 3 forms of CLI Blocking:
 - 5.10.1 CLI blocking – Permanent – applies to all calls;
 - 5.10.2 Silent Line – applies to all calls. Your number is not available in telephone directory or through directory assistance (to obtain a Silent Line, you may need a new number);
 - 5.10.3 CLI blocking – Temporary – you may block display of your number on a call by call basis by dialling 1831 before a called number.
- 5.11 To obtain CLI Blocking- Permanent or a Silent Line, contact Primus. If you do not block your number, the person you are calling will see it.
- 5.12 Even if you have Number Blocking, your number will be displayed in the following circumstances:
 - 5.12.1 calls to 000 and other Emergency Services;
 - 5.12.2 internet service providers and other carriers and carriage service providers for purposes of call management, fraud deterrence and billing;
 - 5.12.3 SMS text messages display the source number.
- 5.13 Our Fixed Line Telephone Service does not support any of the following:
 - 5.13.1 ring detection in Customer Equipment where the total Ringer Equivalence Number (REN) on a line is greater than 3;
 - 5.13.2 end to end signalling via earth, line conductors, Cailho or phantom circuits;
 - 5.13.3 data modems and facsimiles working at data signalling rates greater than 2400 bit/s;
 - 5.13.4 data modems and facsimiles not conforming to ITU-T recommendations V.18, V.21, V.27 ter or V.34; or
 - 5.13.5 2 or more telephones or equivalent apparatus in the off hook condition at the same time.

6. PRESELECTION

It is a condition of some Plans that You must maintain Preselection of Us as the preferred provider of call types and other Services which are capable of Preselection. If you do not do so, You may no longer be eligible for those Plans and another specified Plan will apply.